



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| In re the Application of: A. DUTRA, ET AL. Serial No.: 09/677,604 Filed: October 3, 2000 For: SYSTEM AND METHOD FOR MANAGING COMPLIANCE WITH SERVICE LEVEL AGREEMENTS | Art Unit: 2141 Examiner: YUSSUF, Sajid |
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PRELIMINARY AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the final Office Action mailed on June 16, 2004, please amend the above-identified application as follows:

No extension of time or other fees are believed to be due, except as detailed in the attached documents. However, any extension of time necessary to prevent abandonment is hereby requested, and any fee necessary for consideration of this response is hereby authorized to be charged to Deposit Account Number 50-1390.

Amendments to the Claims: begins at page 2 of this paper.

Remarks: begin on page 13 of this paper.